

THE FRONT LINE

SKILL DEVELOPMENT PROGRAM FOR SUPERVISORS

Have you ever felt that you've been given the "GO!" before you've gotten to "Get Ready, Set?" **The Front Line** is a hands-on skill enrichment program designed to assist new Kent County leaders to hit the ground running in effectively supervising their staff. Based on feedback from the supervisors in the trenches, **The Front Line** is specifically designed to assist recently hired or promoted front line

supervisors in understanding the fundamental responsibilities of their new role, County policies and common challenges of staff supervision. This program and various components can also serve as an excellent refresher for seasoned supervisors.

WHO SHOULD ATTEND?

All new supervisors are encouraged to enroll in **The Front Line** immediately upon hire or promotion and prior to enrolling in the LEAD program. The Front Line curriculum is designed to allow participants to "jump in" at any point during the year, allowing for timely skill development. Seasoned supervisors are also encouraged to attend any topics that are of interest.

PROGRAM FORMAT:

The Front Line is offered on the second Tuesday of every month. **The Front Line** consists six core areas that will be offered twice annually to allow participants to attend **The Front Line** series within their first year of transition.

REGISTRATION

Pre-registration is preferred for all classes. You may self-register for classes using the Learning Management System (LMS) at <https://www.accesskent.com/LMS/> or e-mail lms@kentcountymi.gov.

DATES & TIMES:

Second Tuesday of every month, 10:00 am – 12:00 pm

LOCATION:

County Administration Building
Learning & Development Center (2nd Floor Training Room)

PROGRAM CONTENT

The Front Line focuses on the unique challenges that County supervisors face in six core areas:

KENT COUNTY POLICIES & PROCEDURES

Darius Quinn, MaryBeth Beighley, & Michelle Balcom (January/July)

This session provides an overview of the Human Resources Policies and Procedures Manual. These County-established rules and regulations are intended for all employees as a guide to govern conduct and behavior. Additionally, this session will touch upon the County's pension plan and other retirement-related matters.

LEGAL & EFFECTIVE HIRING FROM START TO FINISH

Stephanie Hernandez & Jill Bancheri (February/August)

What every supervisor needs to know in order to effectively recruit, interview and hire the right employees from start to finish. This session will also include an overview of the County's Neogov applicant tracking system.

KENT COUNTY'S LEGAL ENVIRONMENT

Robert Chovanec & Tom Dempsey (March/September)

In this session you will learn the basic principles of the Freedom of Information Act (FOIA) and various employment laws and how to protect yourself and the County from liability by assessing risk appropriately. This session will help you develop an inner compass to do the right thing and make the appropriate decisions in accordance with applicable laws.

NAVIGATING FISCAL WATERS

Fiscal Services Staff (April/October)

This session provides an overview of the Accounting, Purchasing and Fleet Policies and Procedures. This session will include an overview on accounting areas including the Travel Policy, payroll time sheet approvals, accounts payable invoices including coding, approval and an overview of the chart of accounts. The session will also include an overview of various Risk Management forms to be completed for property damage, vehicle accidents, notary bond requests and workers' compensation incidents.

PERFORMANCE EVALUATION, FEEDBACK & PROGRESSIVE DISCIPLINE

Darius Quinn & MaryBeth Beighley (May/November)

Feedback is a useful tool for indicating when things are going in the right direction and for redirecting problem performance. This session includes tips for conducting fair and constructive performance evaluations as well as a cursory overview of administering disciplinary action and implementing improvement plans that promote growth and continuous learning.

Holly Hartley (June/December)

Learn how to coordinate employees taking time off in conjunction with The Family and Medical Leave Act, Americans with Disabilities Act, Workers Compensation and the Counties' Policies and Procedures.